

# Consultation Principles 2018



## Purpose

Your views and opinions are important to us and we will consult you to help develop our key policies, plans and strategies or when making changes to the services we provide. We will also consult when we legally need to do so, for example, planning applications, licensing, education provisionity.

## Planning

We will fully explain the reasons why we are consulting with you. You will also be told how and when your feedback will be included in any decisions. Terms of reference and timetables identifying key stages of the process will be encouraged.

## Support

We will provide support and help to overcome barriers to participation. We will make it as easy as possible for you to get involved and will quickly address any issues which prevent you from participating.

## Inclusion

We will make sure all relevant groups, communities, stakeholders with an interest or likely to be affected by an issue, will have the chance to participate in the consultation. In line with equalities legislation, we will make sure that consultations are available in different formats, if needed for example, larger print, other languages and so on.

**A world class city with a thriving and inclusive economy where everyone can flourish and benefit from the city's success**



## Ethics

The consultation process will be honest, open and fair. Your feedback will be kept confidential, if necessary and all information will be held and used in accordance to data protection laws.

## Methods

There are many ways to consult with you both formally and informally such as at public meetings, by survey, through focus groups and councillor surgeries. We will aim to use the most appropriate and cost-effective methods to consult with you.

## Timing

The length of time available to undertake consultations will vary depending on the nature of the consultation but we will aim to give as much time as possible to allow you to have your views heard.

## Communication

We will make sure you have the necessary information to make an informed view. For example, when consulting on new or changes to a policy, strategy or plan we will make sure they are made available to you.

## Restrictions

We will explain from the start if any issues will affect a decision. For example, if there are any financial, legal or technical issues which will be taken into consideration along with your views and opinions. In line with data protection laws and the need in some instances for confidentiality some information will require to be restricted.

## Results and Feedback

We will give you feedback on the consultation outcome, highlighting what, if any, decisions and changes have been made as a result.

## Impact

We will assess the impact of the consultation and use what has been learned to improve our future consultation.